

Roanoke Athletic Club's 20 Frequently Asked Questions

Getting Started...

1. Can I pay to only use the pool (group exercise classes, etc)?
-No. All memberships are all inclusive. Therefore, all amenities of the club are included in your membership.
2. Will I ever have to pay the initiation fee again?
-No. As long as you continue your membership. However, if you do terminate and want to rejoin you will have to pay a reactivation fee.
3. Am I bound to a 12-month contract?
-No you can terminate your membership at anytime, however, there is a termination fee if termination is within first 12 months of membership. We do need to have this termination in writing before the end of the month. Once a new month starts you will be charged and continue to be a member until the end of that month.
4. Can I change my form of payment for my dues?
-Yes. You have three options of payment- Credit Card Draft, Bank Draft and Year In Advance (October–September). Contact the Associate Accountant before the end of the month to change your form of payment. The billing is done on the 1st of the month. Therefore, once a new month starts your current form of payment will be used.
5. Is there someone that can help me learn how to use the equipment?
-Yes included in your membership is a free fitness consultation. We can set you up on your own personal program and show you how to use the equipment in that program. You can also speak with our fitness staff (wearing the blue polo shirts) to learn about specific machines.
6. Do you have a nutritionist/ dietitian on staff?
-We offer dietician services through Carilion Clinic. If interested, please contact our Fitness Manager.
7. At what age can I hire a Personal Trainer?
-You must be at least 11 and following all rules of the club-including the time restrictions.
8. What are the age limits for a family membership?
-The family membership includes husband, wife and children under the age of 21. Therefore once a family members turns 22 years old, they must get their own membership.

Guests...

9. Can I bring other people's children 14 years old and under to either the RAC or the BAC-babysitter, neighbors, friends, etc?
-No. Children 14 years and under must be accompanied by their parent at either the RAC or the BAC. Therefore if you would like to bring a child for your child to play with you must bring their parents and in turn the child can "ride" under their parent's pass.
10. How many guests can I bring a day?
-You can bring up to two guests a day. We do ask that you call 24 hours in advance to reserve FREE guest passes. Otherwise you will have to pay \$7.50 per guest. Each guest can only visit once in a 30 day period.
11. How do I reserve FREE guest passes?
-Call the front desk 24 hours in advance to reserve your free guest passes. Must be 18 years old to reserve a guest pass (or on an individual membership.)

Roanoke Athletic Club's 20 Frequently Asked Questions (continued)

Children....

12. What are the qualifications of the child care staff?

-All childcare staff goes through an extensive background check and drug test through Carilion Health System. All staff members are also CPR certified.

13. Can I leave the building while my children are in the childcare areas?

-No. Parents must remain in the building while their children are in our care. If there are any emergencies you can be easily contacted.

14. Can someone other than myself pick up my child from the childcare areas?

-No. The parent that signs them into the childcare area must be the same parent that signs them out.

15. Can my child bring a toy from home into the childcare areas?

-Children are not allowed to bring toys from home due to loss, damages and conflict. Children can bring play station games, PC games, board games to the Youth Services Room (Ages 7-14). These games must be approved by our Youth Services Supervisor.

Group Exercise...

16. Which Group Exercise classes require a stamp?

-There are 4 classes that require a stamp given at the front desk up to 30 minutes before the class begins: Cycle, RPM, Krank and Fusion.

17. At what age can children participate in the Group Exercise classes?

-Children must be at least 11 years old to participate in the group exercise classes. However, children 11-14 years are restricted during our peak hours or when a class is full of adults (peak hours are Monday-Thursday 5 – 8 p.m. and Saturday and Sunday before Noon). Children can be asked to leave a class for an adult to take their place as long as the class has not started. Children 15 and older are considered adult members and have full access to all classes.

Cardiovascular...

18. Do I have to sign up to use the cardiovascular equipment?

Yes. There are sign up boards in each cardiovascular room. You must write you name and the time beside the number given to the piece of equipment you wish to exercise on. We ask that you limit you exercise time to 30 minutes. If there is no one waiting you can sign up again for the same piece of equipment.

Pools...

19. Are there always lifeguards on duty at all of the pools?

-Yes, there is always a lifeguard on duty during operational hours.

20. What are the pool hours?

- The pools are open the same hours of our club (Monday – Friday 5:30am – 10:30pm and Saturday and Sunday 7am – 7pm). The indoor pool is open throughout the year. The outdoor pool is open from May 1st – October 1st (5 months out of the year).

Gymnasium Rules & Regulations

Full Court Play Basketball:

- Winners must relinquish court after three (3) consecutive wins. The next two (2) teams on the sign-up board play.
- Games are to 11 points; 1 point for each basket. Win by 1. The 3 game limit is still in effect.
- A person must be present to sign up for a game, and be in the gym when the previous game ends. (You may only sign up yourself).
- In the event that there are not 10 players signed up after winners have won their third game, then to fill the remaining slots use the following procedure:
 1. Winning Team Shoots
 2. Losing Team Shoots
- Do not interfere with full court play-keep basketballs off the court.
- No basketball play is allowed during the Extreme Training (this includes a 10 minute break before and after class). OUT OF COURTESY TO THE GROUP EXERCISE PARTICIPANTS, please do not enter the gym until class is finished.
- NO Dunking allowed.
- Foul language, fighting, and any conduct deemed inappropriate will not be allowed. Anyone violating these rules may have their membership terminated. Any unauthorized use of the gym (ie., "sneaking in") is trespassing and will be pursued as such.
- Report any problems to the Fitness Supervisor, Evening Supervisor or any RAC full-time staff member. These rules are for the good of the Basketball Program here at the RAC & to encourage a safe & fun atmosphere.
- NO FOOD OR DRINK IS ALLOWED IN THE GYM.

Racquetball Court Policies

1. For racquetball court reservations, please call 989-5758. When checking into the club, inform the front desk staff you are here and have them "check off" the court. Reservations for court times between 4:30 p.m. & 8:30 p.m. must be made by an adult RAC member over the age of 18.
2. Racquetball courts are available from 5:30 a.m. until 10:30 p.m. Monday thru Friday and from 7 a.m. until 7 p.m. Saturday and Sunday.
3. Racquetball court reservations are taken 24 hours in advance. Reservations may be made over the telephone or in person. When demand for court reservations is simultaneous by members, the member making a reservation in person will have priority over a member on the telephone. The reservation for the member standing at the front desk will be made, then the Front Desk Attendant will handle the telephone reservation and so on. A RAC member can only be put on hold waiting for a court reservation one minute before the time to actually reserve the court. The clock behind the front desk will be used for the appropriate time.
4. Members must give the last name of both playing partners when reserving a court.
5. Court #2 is for racquetball only Monday thru Friday from 4 – 8 p.m. Court #2 is also available for Wallyball during all other RAC hours.
6. Additional court time may not be reserved in succession by members of the same party. Please check at the front desk for additional playing time only after your court time has ended. Only one reservation is allowed per day, but you may play if court is not being used.
7. Court #3 is a challenge court and may not be reserved Monday thru Friday from 4 p.m. until 10:30 p.m., Saturday and Sunday from 7 a.m. until 7 p.m. When no one has signed-up to plan in the court players may use it, however they must leave immediately when player signs-up. When a player wins two matches in a row he must leave the court and re-sign the sheet.
8. Members are reminded to ensure that all guests are registered at the Front Desk.
9. All racquetball players must actually be on the court within 10 minutes of their reservation or forfeit the use of the court.
10. No wooden or unguarded racquets will be allowed on racquetball courts, as they will scar the court walls. Racquets are available for rent at the front desk for \$1.50.
11. Black racquetballs may not be used on any Roanoke Athletic Club Racquetball Courts.
12. Only regulation racquetball and tennis shoes will be allowed on the courts. This prohibits black-soled athletic shoes and all other street shoes. Violators may be fined \$15.00 or must clean the court. Shirts must also be worn at all times.
13. The RAC strongly recommends eye guards with lenses while on the racquetball courts.

Cardiovascular Equipment Sign-up Rules & Guidelines

1. You MUST sign up before utilizing any of the cardiovascular equipment, even if no one is waiting.
2. There is a 30-minute time limit on all equipment. This time begins when YOU SIGN UP.
3. Sign up for specific cardiovascular equipment indicating "Time On" as you begin your exercise.
4. When all equipment is occupied, begin signing up on the waiting list.
5. When a piece of equipment becomes available, remove your name (or initials) from the waiting list and sign up for that specific piece of equipment.
6. The first name on the waiting list will take the first available piece of equipment and so on.
7. You must be present to obtain the next available piece of equipment.

Outdoor Pool Rules

1. Children under 11 MUST be accompanied by their own parent or RAC approved guardian at ALL times (for definition of RAC approved guardian, see #2).
2. Children 11-14, upon passing a lifeguard administered swim test, may be at pool as long as their parent or RAC approved guardian is inside the club. A RAC approved guardian is defined as a child's own parent, aunt, uncle, grandparents, brother or sister who is at least 18 years of age. The child and the guardian must both have RAC Memberships. Children MUST be on a family membership to use the pool.
3. Diving is PROHIBITED at the RAC at all times.
4. NO RUNNING ON DECK.
5. After hearing thunder or seeing lightning, members must clear the pool and deck area (behind glass doors) for 20 minutes. This is a county regulation.
6. Lost or found articles may be turned in to the lifeguards or the front desk attendants.
7. The two lap lanes are reserved for lap swimmers. Special consideration is given to lap swimmers, especially at lunch time and after work. Please be courteous and respectful to these swimmers by not throwing objects into the lanes. Swimming through the path of lap swimmers is also prohibited. Children under 15 are NOT permitted to swim laps when adult members are waiting.
8. Hanging on lane lines is prohibited.
9. Horseplay is prohibited. No "chicken," etc. is allowed.
10. Children under the age of 15 are allowed in the whirlpool ONLY if accompanied by a parent or approved RAC guardian.
11. For everyone's safety, we cannot allow playing on the handrails or running down the handicapped ramp.
12. Jumping in the pool is permitted from the white skimmer for small children and the deck for adults.
13. If you lose your money from machines, the front desk attendants will reimburse you. Do not attempt to retrieve lost money by tipping or hitting the machines.
14. The use of floats and rings during peak pool usage times is at the discretion of the lifeguard.
15. There will be a mandatory rest period for anyone under the age of 18 years old that occurs fifteen minutes before each hour. During adult swim, you must be at least 18 years of age to be in the whirlpool. Rest period is enforced by the lifeguard.
16. No one is allowed in the Guard Room or Pump Rooms. Members may ask a lifeguard for swimming equipment.
17. No glass containers are allowed in the pool area.
18. No chewing gum allowed in the pool or pool area.
19. Diapered children must use swim diapers or rubber pants over their disposable diapers. "Non-protected" diapers are not permitted. Not only are they a possible health hazard, but they can clog the filter system and cause costly repairs. "Huggies Little Swimmers" are available at the Front Desk.
20. In the event of an "accident" in the pool and for the safety of all swimmers, the pool will be CLOSED in order to add the necessary chemicals to disinfect the pool.
21. POOL FURNITURE IS AVAILABLE FOR USE BY ALL RAC MEMBERS AND GUESTS. POOL FURNITURE MAY NOT BE RESERVED FOR INDIVIDUALS WHO ARE NOT PRESENT.

Indoor Pool Rules

1. For your safety and the safety of others, there is NO RUNNING on deck, NO DIVING, and NO HORSEPLAY.
2. No glass containers allowed in the pool area.
3. No chewing gum allowed in the pool or pool area.
4. Children under 15 MUST be accompanied by their parents at ALL times. Children MUST be on a family membership to use the pool. Swim test for children 11-14 during the summer months DOES NOT apply for the indoor aquatics facility.
5. Lap lanes are for lap swimmers and organized programs. The RAC Pool Policy is to share the lanes with a maximum of three people per lane. When sharing lanes and prior to entering the lane, please communicate and decide if you will take sides or you will circle swim.
6. The regular age policies for the inside of the RAC apply as well for the indoor aquatics facility.
7. Hanging on the lane lines is prohibited.
8. There is a 30-minute time limit for lap swimmers to enable usage for all Members when the pool is at a maximum capacity of three swimmers per lane.
9. Diapered children MUST use swim diapers or rubber pants over their disposable diapers. "Non-protected" diapers are not permitted. Not only are they a possible health hazard, but they can clog the filter system and cause costly repairs.
10. In the event of an "accident" in the pool and for the safety of all swimmers, the pool will be CLOSED in order to add the necessary chemicals to disinfect the pool.
11. The physical Therapy Pool is only. However, RAC members who are at least 15 years old may use the pool if a therapy session is not in progress. Children under the age of fifteen are not permitted in the Therapy Pool, unless they are participating in a group or private swim lesson.
12. The indoor pools have been built to accommodate individual and group exercise. "Free play" time will only be available when class, organized program, or lap swimming is not in use.
13. All rules are subject to change and the interpretation of the RAC Management.
14. Your cooperation and feedback are appreciated.

Nursery, Playland and Youth Services Rules and Regulations

Hours of Operation:	Infant Room, Nursery and Playland	Youth Center
	Monday – Friday 8:00 a.m. – 8:00 p.m.	Monday – Friday 3:00 – 8:00
	Saturday and Sunday 8:00 a.m. – 5:00 p.m.	Saturday 8:00 a.m. – 5:00 p.m.
		Sunday

**Youth Center will open at 8:00 a.m.

Schools are closed**

on

Age Limitations:	Infant Room	8 weeks – Toddler
	Nursery	Toddler – 7 years
	Playland	3 (must be potty trained) – 10 years
	Youth Center	7 – 14 years

1. The time limit for a child's stay in Youth Services is 2 HOURS. This is for the benefit of the child and to assure that their stay is a pleasant one.
2. Parents **MUST** remain in the building the entire time the child is in Youth Services.
3. Parents must sign children "in" and "out" each time they use Youth Services. The child must be signed "out" by the same parent who signed them "in". Children can only be released to a parent . **NO ONE UNDER THE AGE OF 15 IS ALLOWED IN THE CLUB WITHOUT THEIR OWN PARENT.**
4. Food is NOT permitted in the Infant Room, Nursery or Playland. Vending/snack type food is permitted in the Youth Center.
5. All bottles, sippy cups, diaper bags, pacifiers, and any other personal belongings **MUST BE LABELED WITH THE CHILD'S FIRST AND LAST NAME.**
6. Parents will be paged after 10 minutes if their child is continuously crying. Parents will also be paged when a diaper change is necessary. Youth Services Staff are not permitted to change diapers. A staff member will alert parents who do not respond to their page.
7. Please do not bring toys from home due to losses, damages, and conflicts.
8. The Roanoke Athletic Club reserves the right to deny the use of Youth Services to any child who shows visible signs of illness. Please refer to the Youth Services Sick Child Policy for further details.
9. Grandparent members may register to visit with their grandchildren who belong to family memberships. During these visits grandparents assume the role of parents as listed in this handbook. See RAC Membership Services Supervisor to register grandchildren.
10. Children under the age of 3 (not potty trained) may come to Playland to participate in Arts and Crafts Time and Racquet-tots activities.
11. Ball pit rules: No jumping or throwing balls, no climbing on the outside of the equipment or on the inside of nets around the ball pit.
12. The number of children playing on the Playland equipment shall not exceed 34.
13. No running, wrestling, or "roughhousing" in general allowed.
14. Once a child is signed into an room by a parent, they need to remain in that room. Children are not allowed to go back and forth between rooms.
15. Children are allowed to use the restroom in the Nursery area only. They may not leave the Youth Services area to go to restrooms in the club.
16. The RAC is not responsible for injuries sustained on play equipment.
17. Shoes must be worn in the Youth Gymnasium. Black soled shoes are not allowed in the Youth Gymnasium.
18. Abusive language will not be tolerated.
19. Children not abiding by the rules in any of the Youth Services areas will be restricted from further use.
20. Children in the Youth Center may bring computer games or Playstation games, videos and board games in ONLY after approved by the Youth Center attendant. The RAC is not responsible for loss or damage of these items.

*Grandparent members may register to visit with their grandchildren who belong to family memberships. During these visits grandparents assume the role of parents as listed on this page, as well as with all other parent/child related rules and regulations in this handbook. See RAC Membership Services Supervisor to register grandchildren.

Youth Services is a complimentary child care service provided to members so that they may be able to enjoy the benefits of our club. The staff of the RAC is instructed to abide by the above rules and regulations at all times. Please do not ask them to make any exceptions. If you have questions, concerns, or suggestions, please contact our Youth Services Supervisor.

Children's Rules

8 Weeks - 10 Years

Individual/Family Membership:

Infant room, Nursery and Playland:

8 a.m. - 8 p.m. Mon-Fri
8 a.m. - 5 p.m. Sat-Sun

Family Membership:

Outdoor Pool

No time restrictions
(parent must be with child)

Indoor Pool

All hours except 5-8 p.m. Mon.-Thurs. and before Noon on Sat. and Sun.
(Access to the Aqua Aerobics Pool, except when an organized program is in session. Parent must be with child)

Track

Anytime except 5 p.m. - 8 p.m. Mon - Thurs and before noon on Sat - Sun
(parent must be with child)

Gymnasium

Shoot Around & Family Time
(parent must be with child)

- Children 4 & under may use either male or female locker rooms with their parents. Children 5 & up must use the same sex locker rooms. Children may also use the nursery bathroom. Children of the opposite sex are not allowed in the steam rooms or the whirlpools in the back locker rooms.
- Children 14 and under cannot be in the club without their own parent. This rule also applies to all children who are guests.

11 - 14 Years

Family Membership:

Youth Services Room

3 p.m. - 8 p.m. Mon-Fri
8 a.m. - 5 p.m. Sat, 10 a.m.-5 p.m. Sun
(Open same hour as Infant room, Nursery and Playland when Roanoke Co. Schools are closed)

Outdoor Pool

No time restrictions
(Upon passing a swim test, the child can swim outdoors alone. However, a parent must be in the club)

Indoor Pool

All hours except 5-8 p.m. Mon.-Thurs. and before Noon on Sat. and Sun.
(Access to the Aqua Aerobics Pool, except when an organized program is in session. Parent must be with child)

Track, Group Exercise,
Cardiovascular, Nautilus, LifeFitness, Keiser

Anytime except 5 p.m. - 8 p.m. Mon-Thurs and before Noon on Sat-Sun
(parent must be with child)

Gymnasium

Shoot Around & Family Time
(Children 11-14 can be unattended in the gymnasium, but a parent must be in the club at the same time)

- Children must be at least 15 years old to be in the FREE WEIGHT area or in a BODY PUMP class at anytime.
- Children 14 and under cannot be in the club without their own parent. This rule also applies to all children who are guests.
- Children 5 years and older must use the same sex locker rooms. Children may also use the nursery bathroom. Children of the opposite sex are not allowed in the steam rooms or the whirlpools in the back locker rooms.

*Grandparent members may register to visit with their grandchildren who belong to family memberships. During these visits grandparents assume the role of parents as listed on this page, as well as with all other parent/child related rules and regulations in this handbook. See RAC Membership Services Supervisor to register grandchildren.

Guest Policy

1. Guest privileges are for full individual/family memberships only and do not include students.
2. As a member, your guests receive a discounted guest fee rate of \$7.50 per visit (non-member guests pay \$12.00 per visit). However, if you call 24 hours in advance to reserve your passes, they are free.
3. Each membership may bring up to 2 guests per day.
4. Each guest must fill out a "Guest Registration Form" at the Front Desk and present a photo ID for verification.
5. Each local guest may only visit once in a 30-day period (whether they pay or receive a free pass).
6. Members' out of town guests may visit twice within a 30-day period (whether they pay \$7.50 or use reserved free passes). These guests may also purchase a week's pass for \$25 (individual) and \$35 (family). They may purchase up to 3 one-week passes per year.
7. Members must call the front desk 24 hours in advance to reserve free guest passes. Must be 18 years old to reserve a guest pass (or on an individual membership.)
8. Grandparent members may register to visit with their grandchildren who belong to family memberships. During these visits grandparents assume the role of parents as in parent/child related rules and regulations in this handbook. See RAC Membership Services Supervisor to register grandchildren.
9. Guests must be at least 15 years old. Therefore, children ages 8 weeks to 14 years must be accompanied by their own parent, who would be considered the guest. However, non-member relatives under the age of 15 may visit as a guest to the outdoor pool, but must be with the member relative at all times. Non-member relatives include grandchildren, nieces and nephews.
10. Members may purchase a \$10, one-week outdoor pool pass for a non-member relatives, including: grandchildren, nieces, or nephews under the age of 15. Also includes grandparents, aunts or uncles over the age of 18 who wish to visit with their member relative, who is under the age of 15. Outdoor pool passes may be purchased from any full-time staff member. Limit 2 one-week passes per individual.
11. Members who abuse the guest policy are subject to losing their guest pass privileges.
12. If a guest is a member of a IHRSA participating health club, they may visit for \$5. IHRSA guests must show proof of membership.

RULES REVISED 3/15/10 AND ARE SUBJECT TO CHANGE

Misc.

1. The use of any type of camera in the facility is prohibited, unless approved by RAC/BAC.
2. For safety reasons, the use of showers is prohibited anytime that lighting is not available due to a power outage.
3. Please be aware of and courteous to others on the track. If you are walking or jogging side by side and a faster walker/jogger wishes to pass you, please single file so the faster walker/jogger may pass with ease. If you are the faster walker/jogger passing others, be courteous as you pass. If you are passing someone, pass on the outside. If you are walking or jogging side by side, be aware of others in relation to you on the track.
4. The RAC is not responsible for any lost and/or stolen items while the member is using the facilities. Locks left on non-rental lockers overnight will be randomly removed. However, any lost items recovered by RAC staff will be put in lost and found. Items are eventually donated to Good Will.
5. Personal Training by anyone who is not a RAC personal trainer is prohibited.
6. Student Membership Restrictions: Monday - Friday, 5 - 8 p.m. and weekends. No guests.
7. While working out, members and guests are required to wear closed-toed shoes, excluding the in and outdoor pool and locker rooms.
8. Possession of a weapon in the facility is prohibited. This prohibition doesn't apply to a law enforcement officer authorized to carry a handgun or concealed weapon by the State of Virginia or federal law who enters the facility to perform law enforcement activities.
9. Senior (65 yrs.) and Corporate rates are available.
10. Two week money back guarantee (Subject to change.)